

ABSTRACT  
QUALITY ASSESMENT TOOL

5 This invention relates to a non-intrusive speech quality  
assessment system. The invention provides a method and  
apparatus for storing a sequence of intercepted packets  
associated with a call each packet containing speech data,  
and an indication of a transmission time of said packet;  
10 storing with each intercepted packet an indication of an  
intercept time of said packet; extracting a set of  
parameters from said sequence of packets; and generating  
an estimated mean opinion score in dependence upon said  
set of parameters; characterised in that the extracting  
15 step comprises the sub steps of: generating a jitter  
parameter for each of a sequence of stored packets in  
dependence upon the difference between the transmission  
time of a stored packet and the transmission time of a  
preceding stored packet of the sequence; and the  
20 difference between the intercept time of said stored  
packet and the intercept time of said preceding packet;  
generating a long term average jitter parameter for said  
stored packet in dependence upon the value of said jitter  
parameter for said stored packet and the value of said  
25 jitter parameter for any preceding stored packets; and  
generating a differential jitter parameter in dependence  
upon the jitter parameter and the long term jitter  
differential parameter.

Figure 4.

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